A retirement letter will be sent when the implementation phase of the FCC Uniform and Enhanced OSS Plan begins, but no later than October 2000.

Through the OSS Change Management forum, Ameritech Illinois will work with CLECs to modify the process for assignment of new Billing Account Numbers (BANs).[59]

Ameritech Illinois currently provides EDI ordering capability for the ordering of its presently available UNE-P product referred to as Combined Platform Offering (CPO). Ameritech Illinois will provide an EDI-based ordering process supporting the ordering of any UNE-P product made generally available by Ameritech Illinois through tariff or contract amendment. This process will support the ordering of UNE-P in commercial volumes for both business and residential customers. The ordering GUI to be made available in March 2001 will support the same UNE-P ordering functionality as the EDI application to application interface.

Ameritech shall work with CLECs to provide GUI service arrangement(s) for unbundled loops (with or without LNP), resale and UNE-P, through a third-party provider, during the interim period beginning on October 1, 2000. Ameritech Illinois shall pay all, or some portion of, the charges applicable to the GUI service arrangement(s). The amount and nature of Ameritech's funding commitment will be determined between the parties based upon the projected charges applicable to the GUI service arrangement(s). Such payments shall apply to electronic orders submitted to Ameritech Illinois on or after October 1, 2000, and shall end when Ameritech Illinois deploys its permanent GUI and it has been successfully demonstrated as equivalent to the interim GUI~~when Ameritech Illinois deploys its permanent GUI, on or before March 2001~~.

By August 9, 2000, any CLEC party interested in pursuing this proposed GUI service arrangement shall notify Ameritech of its interest, including the identity of potential GUI providers and expected usage. With respect to a third party GUI service arrangement to support the ordering of UNE-P, Ameritech Illinois shall also provide appropriate documentation and technical assistance to facilitate the development of GUI service arrangement(s) that allow the electronic ordering of UNE–P no later than October 1, 2000. Within 30 days of the effective date of this plan, Ameritech Illinois shall report to the parties on the status of such GUI service arrangement(s).

~~As part of the FCC Uniform and Enhanced OSS plan, the~~ The capability to order directory listings integrated into the current EDI/LSR loop ordering processes will be provided not later than ~~September~~March, 2001[60].

Ameritech Illinois will implement a process to allow CLECs the option to retain current listings on all orders~~, except partial migrations,~~ by March 2001[61].

[59] IL OSS Collaborative issue #50; CoreComm CCR AM 00-011

[60] ~~Wisconsin OSS Issues Document Item "L" /~~IL OSS Collaborative Issue #11

[61] ~~Wisconsin OSS Issues Document "L" /~~Illinois OSS Collaborative Issue #11

To support ordering of the broadband UNE that will be offered by Ameritech Illinois as part of Project Pronto, Ameritech Illinois will deploy a web-based GUI, which will be known as BOP (formerly referred to as "SOLID") Web Interface. This interface, which will be deployed according to the CMP, will allow the CLECs to create a configuration profile for a remote terminal, which will be necessary before individual loop orders can be accepted for that remote terminal. A Users Guide for the BOP Web Interface also will be issued according to the CMP guidelines. Because the Web Interface will be used only to support ordering of the broadband UNE, it will not be deployed if and where Project Pronto is not implemented[62].

The process to order unbundled sub-loops via Fax and ASR/TELIS is currently available. The process to order sub-loop unbundling will be made available by EDI, ASR and TELIS/Connect:Direct no later than December 2000[63] and specifications for the process enhancements will be issued consistent with the CMP.

Uniform Ordering Message Flow

850/855 Transactions

In the current environment and continuing to the uniform interface environment, an 850 transaction will be sent by CLECs to initiate a typical ordering process consistent with industry guidelines. A positive or negative response is returned via an 855 transaction to communicate the disposition of the request. If the request is error free, a positive response is sent in the form of a Firm Order Confirmation (FOC). If errors are detected, a negative response is sent in the form of error information detail.

The 855 transaction will only be used to return a response to the 850 in the format of an FOC or error notification.

If an error notification is sent, Ameritech Illinois will scan the entire order and notify the CLEC in one 855 transaction of all the errors found and the definitive reject reasons by field, except when a fatal error is encountered. Ameritech Illinois will no longer send 855 advice transactions, even for orders of 50 lines or more.[64]

860/865 Transactions

As part of the uniform ordering interface implementation required by the SBC Uniform and Enhanced OSS Plan of Record, all 860 transactions will be utilized to effect a change using the full refresh process, meaning that all unchanged information from the original request is included in the supplement along with the changed information.[65] Ameritech systems will be modified to support

[62] ~~Additional change to FCC Uniform and Enhanced POR 7/5/2000~~

[63] ~~Wisconsin OSS Issue Document "D"~~

[64] ~~FCC Uniform and Enhanced Issue 89 & AT&T Language (CLOSED)~~

[65] ~~FCC Uniform and Enhanced Issue 93 (CLOSED) & 134b (TA)~~

full refresh supplemental orders by September, 2001, or sooner, in the same manner as is utilized in the other SBC regions. The currently used process will continue to be available until the full refresh process is implemented. Prior to the implementation of the full refresh supplemental order capability, Ameritech may implement an interim work around that will provide for modifying order content with order supplements without requiring the currently used process that necessitates line itemized changes in order content. Ameritech will collaboratively design such a work around with CLECs and develop the work around consistent with that design. Implementation of the work around will efficiently and effectively allow for changes to order content via order supplements. Upon its implementation of the full refresh capability, Ameritech will continue to support the currently used method and workaround, if implemented, in the existing releases and will implement the full refresh capability in the September, 2001 release or sooner.[66]

The 860 transaction will continue to be used by CLECs to respond to a negative 865 transaction to correct errors on an 860. The 865 will be used for returning confirmation notices (FOCs and SOCs), error notices on 860 transactions, jeopardy notification notices and to advise CLECs of customer impacting provider initiated changes.

It is anticipated that there will always be reasons for an unsolicited message to be sent. The appropriate data will be included~~, i.e. PON,~~ that will allow the CLEC to associate the response to the appropriate request.[67]

997 Transaction

Ameritech Illinois currently return a 997 transaction to the CLEC to acknowledge the receipt of data transmission and expect a 997 transaction in response to transactions sent to the CLEC. This practice will be continued in the application to application interface. Ameritech Illinois will return both positive and negative 997 transactions for all EDI transactions received from CLECs[68].

D. Provisioning

An update to currently provided provisioning functionality is planned for March 2001. This update will put into place two inquiry and response transactions that will provide access to service order status information pertaining to the provisioning of a CLEC's purchase orders. These transactions, Pending Order Status and Provisioning Order Status, will be available in addition to the existing Jeopardy Notification and Service Order Completion transactions. The Pending Order Status and

---

[66] ~~Wisconsin OSS Issues Document Item "T" /~~ IL OSS Collaborative Issue # 20;

[67] ~~FCC Uniform and Enhanced Issue 148 (TA) /~~ IL OSS Collaborative Issue #42

[68] ~~FCC Uniform and Enhanced AT&T Language (AGREED) & Issue 189, 190 (CLOSED)~~

Provisioning Order Status transactions will be provided via the pre-ordering application to application and GUI interfaces. The implementation of these transactions will be subject to discussion as described in the Change Management Process.

Jeopardy Notification

Jeopardy Notification is used when alerting the CLEC that a situation has been encountered in the provisioning of an order that will potentially cause the confirmed due date to be missed. Jeopardy notifications will continue to be provided by Ameritech Illinois via the ordering application to application interface, but will be supplied using the 865 transaction in March 2001,[69] and will be a function of the ordering GUI interface available in March 2001.

Service Order Completion

Service Order Completion, which is a notification to the CLEC that the work requested on a previously provided purchase order (or request) has been completed, will continue to be provided by Ameritech Illinois via the ordering application to application interface using the 865 transaction, and will be a function of the ordering GUI interface available in March 2001.

Per the SBC Uniform and Enhanced OSS plan, with the implementation of the uniform ordering release, should a request result in the creation of multiple service orders, work completion notices will be sent for each service order. Further, an additional completion notice will be sent for each LSR/PON once the LSR/PON posts to billing.[70]

Loss Notification

Ameritech Illinois will continue to provide Loss Notification via the ordering application to application interface using the 836 transaction, and will make this notification a function of the ordering GUI interface, which will be available in March 2001.

Pending Order Status

Pending Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces in March 2001.

Posted Order Status

Posted Order Status functionality will not be made available by Ameritech Illinois. The capability to provide this function does not currently exist within Ameritech, and it is therefore also not available to Ameritech Illinois retail customer service representatives.

Provisioning Order Status

Provisioning Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces in March 2001

The following information will be provided, as minimum, on the Provisioning Order Status (POS) Inquiry that will be made available as part of the GUI and the application to application interfaces

[69] ~~FCC Uniform and Enhanced FMO Language~~

[70] IL OSS Collaborative Issue #48; ~~Language from FCC Uniform and Enhanced Collaborative Issue 251 (TA)~~

(EDI and CORBA). This data will generally be provided from the database associated with the Work Force Administration (WFA) application but some data items may be returned from other databases.

The transaction will support a minimum of two inquiry methods; Purchase Order Number (PON) and Service Order Number. Other inquiry methods, including by telephone number, may be available after further investigation. The initial inquiry will return a list of the applicable service orders for the input criteria. This list will include the service order number, telephone number, PON and due date.

The user may select a specific service order from the list and retrieve details of the provisioning status for that service order. Details will include the telephone number, due date, subsequent due date, status, end users name, address. In addition, specific information will also be provided, as applicable, such as Subsequent Due Date, Central Office Assignment Status, Dispatch Status, and Jeopardy Status. Examples of other types of data that may be returned include Appointment Code, Handling Code, Maintenance Control Office, Access Customer Name Abbreviation, Overall Control Office, Master Customer Number, Circuit Control Office, and Billed Customer Name.

Additionally, the Provisioning Order Status Inquiry will be used to access demarc information by telephone number or circuit number. This information will generally be provided from the database associated with the LFACS application but some data items may be returned from other databases. The output response may contain facility information such as: circuit identifier, termination identifier, assignable line USOC, cable name(s), pair name(s), binding post/color indicator(s), distribution terminal and/or cross box address(es), pair gain system type or physical cable type, pending service order number and due date, resistance zone, taper code, remote location address, and transport medium.[71]

Hot Cuts

SBC/Ameritech shall provide a hot cut process consistent with the process outlined in its July 18, 2000 document with the following exceptions:

- SBC/Ameritech shall perform pre-cutover test procedures forty-eight (48) hours prior to the scheduled cut time. These procedures shall be designed to identify potential problems with a hot cut and allow sufficient time for Ameritech and/or the involved CLEC to resolve the problem in a timely manner or reschedule the order.

- SBC/Ameritech shall lay in jumpers between the connecting facility assignment (CFA) appearance on the IDF/MDF and the MDF appearance of the cable pair assigned to the unbundled

[71] IL OSS Collaborative Issues #44 #61

loop order at least 48 hours prior to the due date. Once the jumpers are laid in, Ameritech will perform an ANI test using the telephone number assigned by the CLEC. This test shall be conducted in a manner which verifies the number assigned by the CLEC and uses the laid in jumpers between the cable pair's MDF appearance and the CFA to ensure connectivity.

- Within one hour of completion of such testing, SBC/Ameritech shall immediately identify and correct and correct any deficiencies found in their equipment and facilities, and notify the involved CLEC of any CFA, dial tone or switch translation problems identified in the CLEC's network.

- SBC/Ameritech will provide 3-day provisioning intervals consistent with that of its sister company SWBT.
- By December 1, 2000, SBC/Ameritech shall implement the system, operations, process, and procedure changes that enable CLECs to specify a frame due time in their order.

E. Maintenance and Repair

Ameritech Illinois will continue to offer a standardized application to application interface and a highly functional and easily accessible GUI for CLEC trouble administration. The EBTA application to application interface offered by Ameritech Illinois is based on ANSI standards T1.227:1995, T1.227a:1998 and T1..228.1995 developed by the T1M1 committee. This application to application interface supports the set of data attributes defined by the standards in a manner consistent with those standards. This list of supported attributes is contained in a table below. Release requirement documents for the application to application interface will be provided to all CLECs in May 2001. Release requirements documents and user guides for the GUI interface will be provided to CLECs in August 2001.[72]

The EBTA II GUI provides a common presentation to all end users, and provides functionality equivalent to that of the EBTA application-to-application interface. Ameritech Illinois will enhance its current application to application interface and GUI for maintenance and repair in second quarter of 2000. The following business functionality will be added:

- MLT Testing functionality for application to application and GUI

[72] ~~FCC Uniform and Enhanced Collaborative Issue 169 (CLOSED)~~

This will enable CLECs to test resold POTS and loop with port combinations[73]. This will allow a faster determination of the trouble source without Ameritech manual intervention. This ability will allow a CLEC to test the loop while the customer reporting the trouble is still on the call.

The application to application interface will be compliant with the ANSI T1.262 industry standard. The EBTA II GUI will provide equivalent functionality.

- GUI edits to conform to TRFD3 (ECIC Trouble Report Format Definition)

  This enhancement will reduce the amount of information necessary to report trouble on a POTS line or a loop with port line by using enhanced industry guidelines. This will simplify and streamline the process for reporting troubles through the GUI, and will give the GUI functionality equivalent to that of the application to application interface. The GUI will also support repair activities on UNE-P[74].

- GUI Activity Duration window to show billable hours

  The Activity Duration window will provide the CLEC with information on what type of repair activity occurred (e.g., dispatch, after hours repair) while clearing a special services trouble. This will supply details on the duration of each activity and whether or not it was billable, and will give the GUI functionality equivalent to that of the application to application interface.

MLT testing was made available in Ameritech Illinois on April 3, 2000. Specifications for this change were distributed to CLECs on February 28, 2000.

The other two changes, the TRFD3 edits and the Activity Duration window, were made available in June 2000.

The following table summarizes the enhancements made to the maintenance interfaces in the second quarter of 2000.

SYSTEM	Ameritech
APP –TO-APP	System: Electronic Bonding – TA • MLT Test POTS and loop with port Standard: T1.262

[73] ~~FCC Uniform and Enhanced Collaborative Issue 165 (CLOSED)~~

[74] ~~FCC Uniform and Enhanced Collaborative AT&T language (AGREED)~~

GUI	System: EBTA II GUI • MLT Test POTS and loop with port • GUI Edits to conform to TRFD3 • GUI Activity Duration window for special services

The following table details the data attributes that will be supported by the application to application interface:

Table 22

ATTRIBUTE LABEL	SBC
ActivityDuration	Supported with Limitations (Delayed Maintenance and No Access only)[75]
AdditionalTroubleInfoList	Supported per Standard
AdditionalTroubleStatusInfo	Supported per Standard
AgentContactPerson	Supported per Standard
AuthorizationList	Supported per Standard
CalledNumber	Supported per Standard
CancelRequestedByManager	Supported per Standard
CloseOutNarr	Supported per Standard
CommitmentTime	Supported per Standard
CommitmentTimeRequest	Supported per Standard
CloseOutVerification	Supported per Standard
CustTroubleTickNum	Supported per Standard
CustomerWorkCenter	Supported per Standard

[75] ~~FCC Uniform and Enhanced Collaborative Issue 161~~

ATTRIBUTE LABEL	SBC
EscalationList	Supported per Standard
ALocationAccessAddress	Supported per Standard
ZlocationAccessAddress	Supported per Standard
AlocationAccessHours	Supported per Standard
ZlocationAccessHours	Supported per Standard
aLocation Access Person	Supported per Standard
ZLocationAccessPerson	Supported per Standard
MaintServiceCharge	Supported per Standard
ManagedObjectInstance	Supported per Standard
ManagedObjectInstAliasList	Supported per Standard
ManagerContactPerson	Supported per Standard
PerceivedTroubleSeverity	Supported per Standard
PreferredPriority	Supported per Standard
ReceivedTime	Supported per Standard
RepeatReport	Supported per Standard
RestoredTime	Supported per Standard
TroubleClearancePerson	Supported per Standard
TroubleDetectionTime	Supported per Standard
TroubleFound	Supported per Standard
TroubleReportFormatObjectPtr	Supported per Standard
TroubleReportFormatIdentifier	Supported per Standard

ATTRIBUTE LABEL	SBC
TroubleReportID	Supported per Standard
TRMustBePresentAttrIdList	Supported per Standard
TRMayBePresentAttrIdList	Supported per Standard
TroubleReportState	Supported per Standard
TroubleReportStatus	Supported per Standard
TroubleReportStatusTime	Supported per Standard
Trouble Report Status Window	Supported per Standard
Trouble Type	Supported per Standard
Tsp Priority	Supported per Standard
CustomerInfo	Supported per Standard

The following table details the business functions that will be supported by the GUI interface. The information input into the GUI's fields will be mapped to the same locations, in the back end OSS, as the application to application interface.

FUNCTION	EBTA II GUI
Create	
Circuit Types	Telcordia valid circuit ids
Access Hours	test and premise access hrs
Narrative	Yes
Trouble Type	Yes
Dispatch Authorization	Yes
Contact information	Yes
TSP Priority	Yes
Status Interval	Yes
Comments /Notes	Yes
Cancel	Yes
Modify info after create	Yes
Messaging	Yes
Get Status (refresh)	Yes
Modify	Yes

Proactive Statusing	Yes
Escalations	Yes
Clear / Close	Yes
Trouble History	Yes
MLT Test	Yes
Status notification	Yes
Estimated Repair Time	Yes
WEB Version	Yes
Circuit Security Supports MCN, ACNA, or CCNA	Yes
Close out Narrative	Yes

F. Billing

Billing as delivered by Ameritech Illinois is substantially in accordance with applicable industry standards and guidelines. For example, Bill Data Tape (BDT) output standards are mature, since they have been used for access billing for several years, and the use of BDT in Ameritech Illinois is largely consistent with industry standards. The industry evolved ahead of the formulation of industry EMI guidelines, so variations from current guidelines exist in the Ameritech Illinois EMI implementation. Ameritech Illinois adopted a Telcordia (formerly Bellcore) standard for Resale electronic bill presentation.

Where necessary to be consistent with the most current version of industry standards and guidelines, Ameritech Illinois will update these billing interfaces.

Bill Data Tape (BDT)

The BDT in Ameritech Illinois is consistent with the most current version, version 32, of the applicable standard.
Ameritech Illinois adheres to the Technical Review Group (TRG) version release schedule. Version releases are implemented twice per year during two separate industry established three-month periods. Connect:Direct and/or Network Data Mover (NDM) will continue to be offered as the means for bill delivery. These similar technologies will continue to be available on an either/or basis, as they are today[76].

Exchange Message Interface (EMI)

To provide consistency in the application of industry guidelines, Ameritech Illinois will provide the following enhancements:

- Implement changes resulting from a suite of resolved OBF issues that target the local market. The changes originating from the OBF issues that will be implemented in Ameritech Illinois are:

[76] ~~FCC Uniform and Enhanced Collaborative Issue 172 (Closed)~~

010162 record – ISDN (Circuit Switch Digital)
101019 record – Move of class features from 100118 to 100119
OBF issue 1932 - UNE/P Access Header/Trailer/Detail/Summary records

- Provide a single user guide encompassing all 13 states. Details will be documented in that single SBC user guide.

- Increase notification period for planned EMI changes to sixty days.

The OBF Message Processing Committee maintains the Exchange Message Interface guideline which is used as the basis for providing billing network usage detail to CLECs. Version 17 of this guideline was issued in January 2000. The new EMI records to be implemented by Ameritech Illinois are fully described in OBF guidelines, and detailed specifications for the use of these records will be provided to CLECs in January 2001.

Approved OBF guidelines as appropriate will continue to be implemented by Ameritech Illinois.

Electronic Data Interchange (EDI)

Ameritech Illinois will begin using EDI 811, version 4010 Telecommunications Industry Forum guidelines, for creation of Resale bills. Use of the EDI 811 for this purpose is a commonly accepted industry practice, and the implementation will reflect the Ameritech Illinois paper bill format. This enhancement will be available in January 2001. TCIF/EDI guidelines for the EDI 811 transaction may be obtained from the TCIF web site. A detailed implementation guide describing the specifics of Ameritech Illinois' implementation of the EDI 811 will be available to CLECs in October 2000.

Ameritech Illinois also will provide a 30-day notification for monthly implementations and at least 90 days for version changes.

Online Viewing/GUI

There are no plans to create an on-line access capability for viewing bill images. Lack of current CLEC utilization in other regions of the SBC Toolbar application for billing, where available, and the absence of expressed interest during a prior CLEC collaborative billing forum suggest there is no business need for this capability.

G. Connectivity

In the Ameritech region, SBC will build a dedicated Remote Access Facility (to be called the ARAF) which will provide CLECs dedicated access to the application-to-application interfaces and Graphical User Interfaces being implemented in Ameritech Illinois. SBC will also provide Internet access for the Graphical User Interface being introduced in Ameritech Illinois.

The ARAF will use TCP/IP protocol and will be configured with: 1) routers capable of terminating private line or frame relay connections, and 2) access servers to terminate analog modem and ISDN dial-up connections. SBC will install and maintain these routers and will provide CLECs with specifications for the DSU/CSUs that are to be placed on both ends of the circuit. CLECs will provide their own circuit to the ARAF, the DSU/CSUs, as well as connectors and cabling from their CSU/DSU to the SBC router. Application-to-application interfaces will be accessible only via the CLEC's private line or frame relay connection to the ARAF and will not be accessible by a dial-up connection or the Internet.

Common security will be provided by SBC's firewall systems that will use access lists to authorize ARAF users access to designated OSS. Dial-up access users of the GUI interface(s) will pass though the same security methods as private line/frame relay users but must also authenticate upon connecting to the SBC access server by supplying a unique User ID and password pair to log onto the SBC network. SBC is currently trialing and plans to implement a generic userid process. This process change will be implemented only after achieving CLEC concurrence and will be specified in the 10/2/2000 update to the CLEC OSS Interconnection Procedures document. Applicable forms and instructions will be available on the CLEC website. It is SBC's intent, to the extent SBC is able to overcome regional security system differences, that a single userid/password combination will provide access to all SBC regions.[77] When a CLEC wants to use Internet access, SBC will utilize Digital Certificates to secure access. GUIs can be accessed through either the ARAF or the Internet. Should this Plan cause any changes to IP addresses 30 days notice via Accessible Letter will be provided to CLECs. [78]-Documentation describing connectivity requirements and procedures for the ARAF will be standardized and made available to CLECs desiring connectivity to Ameritech Illinois OSS. Once the ARAF goes into production in the fourth quarter 2000, any CLEC wanting to establish connectivity for the first time or CLECs wanting to upgrade their existing connection, will be provided specifications for connecting to the dedicated ARAF facility. CLEC connections to any other facility within Ameritech Illinois will become grandfathered and no new CLEC connections will be made to such non-dedicated facilities.

With the introduction of the uniform interfaces, SBC will allow each CLEC to have up to three Trading Partner IDs, per service, per environment. An exception process will be in place to consider CLEC requests for more IDs if warranted. Each Trading Partner ID may have a unique IP address/port combination, or these IDs could use the same common IP address.[79] The following table depicts the combinations available within SBC.

---

[77] ~~FCC Uniform and Enhanced Collaborative Issue 184 (DO) and Issue 236 (CLOSED)~~

[78] ~~FCC Uniform and Enhanced Collaborative Issue 186 (CLOSED)~~

[79] ~~FCC Uniform and Enhanced Collaborative Issue 183, 185 (CLOSED)~~

Table 26:

CLEC-B (Production environment) [80]

Trading Partner ID	Business Function	CLEC IP
ID#1-Pre	Pre-order	IP#1
ID#1-Ord	Ordering	IP#2
ID#2-Pre	Pre-order	IP#3
ID#2-Ord	Ordering	IP#4
ID#3-Pre	Pre-order	IP#5
ID#3-Ord	Ordering	IP#6

CLEC-B (Testing environment)

Trading Partner ID	Business Function	CLEC IP
ID#4-Pre	Pre-order	IP#7
ID#4-Ord	Ordering	IP#8
ID#5-Pre	Pre-order	IP#9
ID#5-Ord	Ordering	IP#10
ID#6-Pre	Pre-order	IP#11
ID#6-Ord	Ordering	IP#12

Connectivity information regarding the ARAF will be included in the 10/2/2000 update of the CLEC OSS Interconnection Procedures document. Specific IP address information is normally discussed during connectivity planning meetings between individual CLECs and their Ameritech Illinois Account Manager, Ameritech Illinois connectivity SMEs, and the SBC OSS Customer Support Team.[81]

Below is a list of items and functions regarding connectivity that will become the future method of operation in Ameritech Illinois for secured access to SBC's OSS. Grandfathered connections will not have access to interface functionality. Upon implementation of the application to application pre-ordering and ordering interfaces in Ameritech Illinois, the standards described in the opening paragraphs of the POR, Section III, B and C will be followed. Use of the Enterprise Access Protocol (EAP) in the Ameritech region will continue for Ameritech Illinois's existing ordering interface until the last version using that protocol is sunset according to the Change Management Plan and the associated Transition Plan.[82]

- Dedicated CLEC Facility

[80] ~~FCC Uniform and Enhanced Collaborative Issue 38, 183, 185, 195 (ALL CLOSED)~~

[81] ~~FCC Uniform and Enhanced Collaborative Issue 195 (CLOSED)~~

[82] ~~FCC Uniform and Enhanced Collaborative Issue 188 and 191 (CLOSED)~~

- Private Line / Frame Relay connections
- Dial-up Connections
- SBC provides and maintains routers
- TCP/IP protocol used
- CLEC provides circuit, CSU/DSUs, connectors and cables
- CLEC provides publicly registered IP addresses for both ends of the private line or frame relay connection
- SBC installs and maintains CSU/DSUs at the SBC router
- Internet access (available for GUIs only) is secured by use of Digital Certificates
- Standard CLEC connectivity documentation
- Grandfather existing CLEC connectivity arrangements

In some cases, to make use of the Ameritech Illinois OSS interfaces via the ARAF, certain software requirements must be met by the accessing CLEC.

- For pre-ordering application to application EDI access, Interactive Agent software per the Electronic Commerce Implementation Committee (ECIC) Interactive Agent specification will be used. For the CORBA protocol, non-repudiation of EDI requests will not be supported and message receipts will be required. CORBA security will be in accordance with T1M1 T1.265 security specifications.

- The pre-ordering and/or ordering GUI will be web-based[83] and accessed via browser software, such as Internet Explorer (version 4.01 SP2 or greater) or Netscape Navigator (version 4.0 or greater.) Dependent on the final infrastructure architecture, SUN Java Plug-in version 1.2.2 also may be required. It is suggested that the workstation have a minimum of 128 MB of memory in order to ensure adequate performance.[84] Communications will be secured with the Secure Socket Layer (SSL), X.509 digital certificates and individual user IDs and passwords.

The Pre-Ordering GUI can be accessed from any xRAF and the CLEC can use a drop down menu to reach data in any of the 13 states as long as the CLEC has a signed Interconnection Agreement in that state. [85]

The Ordering GUI will be accessible from any regional xRAF and will allow CLECs to input LSRs for customers in any of the 13 states where the CLEC has a signed Interconnection Agreement.

For the EDI and CORBA Pre-Ordering application-to-application interfaces and the EDI Ordering application-to-application interfaces, a CLEC can access a regional xRAF and submit transactions or files for customer activity in any of SBC's 13 states. A regional identifier, such as state code or other required field, will be required to designate the "target" region. This regional identifier will be selected and communicated to the CLECs prior to 12/2000 when the ARAF is implemented. A

[83] ~~FCC Uniform and Enhanced Collaborative Issue 134d (CLOSED)~~

[84] ~~FCC Uniform and Enhanced Collaborative Issue 196b (CLOSED)~~

[85] ~~FCC Uniform and Enhanced FMO Language~~

CLEC could chose to send all of their transactions or files for customers in any SBC region via one, or several, of the xRAFs. The request will be routed to the appropriate ordering system based upon information contained in the LSR. The response will be directed back to the CLEC based upon connectivity set-up associated with the sending CLEC ID.

Regional xRAF connectivity will continue to be required for access to SBC region-specific proprietary interfaces.[86]

Ameritech Illinois will provide a centralized point of contact for handling OSS connectivity and interface application questions from CLECs. This Center will be staffed with managers who are trained in OSS and will be dedicated to supporting CLEC users only. A centralized group will be designated to handle CLEC requests for User IDs and for Digital Certificates. Ameritech Illinois plans to use Digital Certificates for CLEC access to the GUIs over the Internet. Vendor negotiations and application requirements development are underway. The 10/2/2000 CLEC OSS Interconnection Procedures document will be updated to include this process.[87]

The IS Call Center (ISCC) will provide centralized support for Ameritech Illinois and is available 24/7. Based on current call volumes, the ISCC is physically staffed Monday through Friday 7:00 AM to 9:30 PM Central Time, and Saturday 8:00 AM to 5:00 PM Central Time. All other hours are covered by pager, which is activated by leaving a voicemail on the ISCC ACD by selecting Option 2. Contact and escalation information is also available on the ISCC Website accessed via the CLEC Website Home Page. Hours of operation can be sent regarding timeframes during fourth quarter when SNET and Ameritech calls will be transitioned to the ISCC and will refer CLECs to available documentation.[88]

At the option of the requesting CLEC, Ameritech Illinois will return all outbound transactions via fax, via EDI or will return faxed transactions for orders received via fax and return EDI transactions for those orders received via EDI by March 2001[89].

H. Hours of Availability[90]

With the introduction of the application to application and GUI ordering interfaces in March 2001, Ameritech Illinois will expand the hours when an LSR sent to Ameritech Illinois will be held for processing. This ordering interface will be available from 6AM (CT to 1 AM (CT), seven days a week. If back-end systems are not available during any of this period, LSRs will be held and then processed when the back-end systems become available. These extended hours will provide CLECs with a common window for submitting LSRs from at least 7AM to 11 PM local time. Ameritech

---

[86] ~~FCC Uniform and Enhanced Collaborative Issue 196 (TA)~~

[87] ~~FCC Uniform and Enhanced Collaborative Issue 237c (CLOSED)~~

[88] ~~FCC Uniform and Enhanced Collaborative Issue 196a, and 214 (CLOSED)~~

[89] IL OSS Collaborative Issue #41

[90] ~~FCC Uniform and Enhanced FMO Language~~

Illinois cannot guarantee that it will pick up, hold, then process LSRs sent outside this expanded 6 AM to 1 AM (CT) window.

Interface availability for Pre-Ordering, Ordering, as well as Maintenance and Repair will be as follows:

Preorder

	Monday - Friday	Saturday	Sunday
Ameritech (CT)	6am - ~~10pm~~1 am	~~7am - 7pm~~6am – 1 am	~~n/a~~6 am – 1 am

Ordering

	Monday - Friday	Saturday	Sunday
Ameritech (CT)	6am – 1 am	6am – 1 am	6 am – 1 am

Maintenance and Repair 24 X 7

The availability of the maintenance and repair interface is determined based on the availability of the interface application itself (EBTA) and of the backend OSS (WFA/C and LMOS) which supply the maintenance and repair functionality. The availability of those systems is described in the following section.

WFA/C
When WFA/C is off line for maintenance, a customer attempting to report trouble via EBTA will be unable to do so if the circuit identification format is one of the following:
1. Serial Circuit Format
2. Carrier Format
3. Message Trunk Format
4. Certain ten-digit telephone numbers

State	Time Zone	Mtce Hours	Day(s)
Illinois	Central	0030-0630	Sunday
Indiana	Eastern	0000-0600	Monday
Michigan	Eastern	0030-0630	Sunday
Ohio	Eastern	2200-2400	Saturday
		0000-0400	Sunday
Wisconsin	Central	2200-2400	Saturday
		0000-0400	Sunday

LMOS Front Ends
When LMOS is "down" for maintenance a customer attempting to report trouble via EBTA will be unable to do so for services that utilize the ten digit telephone number format and/or certain services utilizing a circuit identification as listed above.

All 5 States	Local	0000-0230	Monday-Sunday

In the event a CLEC attempts to report trouble via EBTA or makes an inquiry of the status of an earlier-logged trouble ticket to the system while the required OSS (LMOS or WFA/C) is not on line the system will respond with the following: "The server failed to process request".

EB/TA System

Database maintenance - 0000-0400 Central Time each Sunday.

Additionally, Ameritech may make use of a daily maintenance window from 2230-2330 Central Time to work necessary to the ongoing operation of the system.

The above maintenance schedules will be provided in the EBTA Graphical User Guide (GUI) User Guide and will be provided via TCNet and/or the CLEC Handbook.

I. Interface Retirement

The following table lists preorder, order, and provisioning interfaces planned to be available by Ameritech Illinois. In response to business conditions outside this plan, Ameritech Illinois has plans to retire certain proprietary or regional interfaces. Since the interfaces proposed in this plan will provide standards-based functionality equivalent or superior to these other regional or proprietary interfaces currently offered by Ameritech Illinois, it is envisioned that other interfaces may be retired in the future. TCNET Preorder is an interface that Ameritech Illinois does intend to retire. The date of such interface retirement will be set based on the retirement process in the CMP with consideration of the impact on the existing users of the interfaces[91].

Table 20:

SYSTEM	Interface Function
GUI INTERFACE	
TCNet Preorder	Preorder
Enhanced Verigate	Preorder
Enhanced LEX	Order
GATEWAY INTERFACE	
EDI Preordering	Preorder
CORBA	Preorder
EXACT	Order
EDI Ordering	Order
LIDB	Order
OTHER	
Telis	Order

[91] ~~FCC Uniform and Enhanced FMO Language~~

J. Documentation[92]

Simultaneously with its publication of interface specifications for the releases referenced in the revised Future Method of Operations agreed to in Phase 2 of the Illinois OSS Collaborative (Condition 29) SBC/Ameritech, as further clarified in the table and paragraphs below, will document its pre-ordering, ordering, and provisioning interface specifications consistent with the format and terminology used by the Telecommunications Industry Forum (TCIF) of the Alliance for Telecommunications Industry Standards (ATIS), using the industry conventions of inquiry/response and forms. SBC/Ameritech will also provide a mapping document that relates each data element defined in its interface requirements and business rules to its electronic interface specification for EDI and CORBA.

The following table summarizes the documentation to be available to CLECs supporting the electronic OSS interfaces, both application to application and GUI, associated with local exchange services.

Table 27:

	Date	Ameritech
Product Information Document • Also includes manual LSR-based ordering forms	September 2000	• CLEC Handbook
Order Rule Information Document • Flow Through/Exceptions Matrix	For September 2001 Release (LSOR); For March 2001 Release (LSPOR) Quarterly beginning September 2000 (Flow Through/Exceptions Matrix)	• LSOR • LSPOR •
Pre-ordering, Ordering, and Provisioning User Guide (GUI)	January 2001	• LEX User Guide • Verigate CLEC User Guide • Order Status User Guide • Provisioning Order Status User Guide
Pre-ordering EDI/CORBA, Ordering and Provisioning EDI Implementation Guide	For September 2001 Release (LSOR); For March 2001 Release (LSPOR)	• LSOR • LSPOR • Refer to TCIF SOSC Matrices • SEF File • Segment Sequence Charts[93]
Maintenance and Repair User Guide	Currently Available	• EBTA User Guide
Billing User Guide	January 2001 (EMI) July 2000 (EDI)	• BDT • EMI User Guide • EDI User Guide
Interconnection Procedures	October 2000	• SBC OSS Interconnection Procedures
Testing Implementation	January 2001	• SBC Joint Implementation Template and Release Testing Template

[92] ~~FCC Uniform and Enhanced FMO Language~~

[93] EDI Implementation Guide = publication of the uniform interface LSOR, LSPOR, Publication of EDI filed (SEF), and Publication of Uniform Interface Sequence Charts. ~~– Issue 204 (CLOSED)~~

A common suite of documentation for use in all SBC regions will be developed to support the interfaces. Specifically for pre-ordering and ordering, Ameritech Illinois will move to the common document with the introduction of the uniform versions of the interfaces. This common document will be the Local Service Ordering Requirements (LSOR) / Local Service Pre-Ordering Requirements (LSPOR). Ameritech Illinois will provide EDI information for each LSOR/LSPOR field, including Responses/Notifications. The EDI information will include the following: 1) Header, Detail or Subline; 2) Transaction Set position; 3) EDI data element; 4) EDI field name. Additionally, the EDI SEF files will be provided separate and apart from the LSOR/LSPOR documentation and supporting Segment Sequence Charts by transaction type as supported by ECIC with variance noted per the SBC implementation. Ameritech Illinois will provide the equivalent CORBA specifications for pre-ordering with the LSPOR. Documentation formats for Maintenance/Repair and Billing will remain as they are today as they are in the Ameritech region.[94] Should it be necessary to modify documentation related to upcoming releases, the documentation reflecting the change will be reissued in its entirety.[95]

K. Timeline

Ameritech Illinois FMO Timelines -- Release Schedule

Milestones	Availability Date
OSS Interfaces	
Use of Accessible Letter for Notification	
• **Implementation**	4/1/2000
Pre-ordering, Ordering, and Provisioning	
Pre-ordering Functionality Update	
• Release Announcement	12/16/1999
• Initial Release Requirements	1/14/2000
• CLEC Testing Start Date	3/18/2000
• **Implementation**	4/3/2000
DSL Loop Qualification	
• Release Announcement	12/16/1999
• Initial Release Requirements	1/14/2000
• **Implementation**	4/3/2000
Ordering Changes for DSL	

[94] ~~FCC Uniform and Enhanced Collaborative Issue 15, 197, 198, 199, 202, 203, 207, 208, 210a (CLOSED)~~

[95] ~~FCC Uniform and Enhanced Collaborative Issue 201 (CLOSED)~~

• Release Announcement	6/2000
• Initial Release Requirements	8/2000
• CLEC Testing Start Date	10/2000
• **Implementation**	12/2000

Updated Pre-ordering Application-to-Application Interface (Including Additional Provisioning Functions)

• Release Announcement	9/2000
• Initial Release Requirements	11/2000
• CLEC Testing Start Date	1/2001
• **Implementation**	3/2001

Pre-ordering Graphical User Interface (GUI) (Including Additional Provisioning Functions)

• Release Announcement	2/2001
• Release Requirements and User Guide Documentation	2/2001
• **Implementation**	3/2001

Updated Ordering Application to Application Interface

• Release Announcement	9/2000
• Initial Release Requirements	11/2000
• CLEC Testing Start Date	1/2001
• **Implementation**	3/2001

Ordering Graphical User Interface (GUI)

• Release Announcement	~~2/2001~~11/2000
• Test Environment Access, Release Requirements and User Guide Documentation	~~2/2001~~11/2000
• **Implementation**	~~3/2001~~12/2000

Repair and Maintenance

MLT EBTA and GUI Updates

• Release Announcement	1/2000
• Initial Release Requirements	2/2000
• CLEC Testing Start Date	Negotiated
• **Implementation**	4/3/2000

TRFD3 and History Window GUI Update

• Release Announcement	1/2000
• Release Requirements and User Guide Documentation	5/2000
• **Implementation**	6/2000

Billing

EMI Enhancements

- Final Release Requirements 1/2001
- **Implementation** 3/2001

EDI 811 Implementation

- Release Announcement 5/2000
- Initial Release Requirements 7/2000
- CLEC Testing Start Date 2/2001
- **Implementation** 3/2001

Connectivity

Ameritech RAF

- **Implementation** 12/2000

V. Glossary

2/6 Code	TIRKS "shorthand" abbreviation for Trunk Group
ACNA	Access Carrier Name Abbreviation
AEBS	Telcordia (formerly Bellcore) billing format standard.
Ameritech	The five-state operating region of SBC which encompasses the states of Illinois, Indiana, Michigan, Ohio and Wisconsin.
ANSI	American National Standards Institute
ARAF	The data communications facility that provides a secure network interface from CLEC networks to Ameritech's Data Communications Network (DCN).
ASC	Accredited Standards Committee - A designation for a industry body that has been given accreditation by the American National Standards Institute to issue ANSI standards. X12 and T1 are examples of such committees.
ASOG	Access Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services
ASR	Access Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services.
ATIS	Alliance for Telecommunications Industry Solutions
BDT	Bill Data Tape - Bill detail created in CABS which is predicated by the Billing Output Specifications (BOS) national standards.
BOS	Billing Output Specifications
CARE	Carrier Access Record Exchange
CCNA	Carrier Customer Name Abbreviation
CESAR - ISR	Customer's Enhanced System for Access Requests – Interconnection Service Request - Is a "gateway" for several applications. It is utilized in the PB/NB region for pre-ordering for Resale and Unbundled Loops, and ordering functions for Unbundled Loops, Local Number Portability, and Interconnection trunks.
CLEC	Competitive Local Exchange Carrier
CMIS	Certified Local Exchange Carrier Mechanized Interface Specification - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SNET region.
CMP	Change Management Process - Process negotiated between ILEC and CLECs to communicate changes made to the Operational Support Systems
Connect:Direct	A product of Sterling Commerce used to transport data files.
CORBA	Common Object Request Broker Architecture (CORBA) is an industry standard protocol for the mechanical exchange of data between computer systems.

CPO	Combined Platform Offering - An Ameritech unbundled network element platform (loop with port) offering.
DataGate	An SBC proprietary application to application interface for the mechanical exchange of pre-ordering information.
DSU/CSU	Data Service Unit/Channel Service Unit. The DSU part of the unit is the device used in digital transmission for connecting Data Terminal Equipment (DTE), such as a router, to Data Communications Equipment (DTE) or to a service. The CSU part of the unit is a digital interface device that connects end user equipment to the local digital telephone loop. (DTE) and data circuit termination equipment (DCE) for terminals
EBTA	Electronic Bonding Trouble Administration
ECIC	Electronic Communications Implementation Committee (ECIC) is an industry forum that develops a common understanding of electronics communications standards and develop guidelines for the implementation of electronic information exchange
EDI	Electronic Data Interchange - An industry standard protocol for the mechanical exchange of data between computer systems.
EMI	Exchange Message Interface - Usage record format for message exchange which is developed under the auspices of the Ordering and Billing Forum (OBF).
ESOG	Electronic Service Order Guide - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the Ameritech region.
EXACT	Exchange Access Control and Tracking - The industry standard for ordering access services.
FMO	Future Method of Operation
FTP	File Transfer Protocol - A common industry defined data transmission polling protocol.
GUI	Graphical User Interface - A user-friendly presentation of data input screens.
GUI-Web	Web based GUI
ISO	International Standards Organization
ITU-T	International Telecommunications Union - Telecommunication
JIA	Joint Implementation Arrangement – arrangement between SBC and Application to application customers regarding implementation of mandatory and optional fields defined in T1M1.5 standard, as well as timing, security, measurements, etc.
LEC	Local Exchange Carrier
LEX	LSR Exchange - A GUI application available to CLECs for ordering LSR-based local services from SBC.
LRAF	The data communications facility that provides a secure network interface from CLEC networks to Southwestern Bell's Data Communications Network (DCN).

LSOG	Local Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
LSOR	A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB regions.
LSPOR	A document created to aid CLECs with pre-ordering inquiries to exchange certain information prior to the submission of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB regions.
LSR	Local Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
M&P	Methods and Procedures
MIB	Managed Information Base
NPA	Numbering Plan of North America
NXX	Local Exchange Number
OBF	Ordering and Billing Forum - The industry forum that develops the guidelines for ordering Wholesale Local and Access services.
OSS	Operation Support System
PB/NB	Pacific Bell/Nevada Bell - The two-state operating region of SBC which encompasses the states of California and Nevada.
PIC/LPIC	Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) – Codes assigned to interexchange (long distance) and intraLATA (local) carriers
PMO	Present Method of Operation
PRAF	The data communications facility that provides a secure network interface from CLEC networks to the PB/NB Data Communications Network (DCN).
RAF	The Remote Access Facility is the regional access point available to CLECs for direct or dial-up connectivity to the SWBT and Facility
SBC	The corporate entity which encompasses the Ameritech, PB/NB, SNET and SWBT regions.
SNET	Southern New England Telephone - The SBC operating region which includes the state of Connecticut.
SRAF	The data communications facility that provides a secure network interface from CLEC networks to Southern New England Telephone's Data Communications Network (DCN).

SWBT	Southwestern Bell Telephone- The five-state operating region of SBC which encompasses the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas.
T1M1	Industry standard body that develops inter-network operations standards and support the CORBA data model for pre-ordering.
TA	Trouble Administration
TCIF	Telecommunications Industry Forum - An industry standard body that produces the EDI mechanization specifications for the LSOG.
TCNet	A Web-based GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
TCP/IP	Transmission Control Protocol/Internet Protocol
TRFD3	Trouble Report Format Definition
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element Platform – A combination of unbundled network elements including an unbundled loop, unbundled switch port, and shared transport. In Illinois, the current UNE-P product is tariffed as Combined Platform Offering (CPO).
USOC	Universal Service Order Code - The industry standard ordering codes associated with products and assigned by the Universal Service Order Standards at Telcordia.
Verigate	A GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
W-CIWin	Wholesale Customer Information Window - An SNET proprietary system that facilitates Resale and UNE order processing by enabling integrated access to the operational support systems.
WSM	Wholesale Service Manager - An Operational Support System that provides ordering and flow through capability and data element validation for Resale services.
X.25	Developed by the ITU-T as an interface between data terminal operating in the packet mode on public data networks

Attachment A – Change Management Process

Attachment B – April 2000 Pre-ordering Update Specifications

Attachment C – Verigate User Guide

Attachment D – April 2000 Loop Qualification Pre-ordering Transaction Specifications